

I wish to express my appreciation for the extension to a speed of answering the FCC has recently awarded to Sorenson Media and other video relay services. As the wife of a deaf person, I greatly appreciate the level of professionalism Sorenson Media is able to offer to its clientele by using only certified interpreters. On frequent out of town trips I am able to call my husband and have a conversation with him almost as if he were in the same room. The advent of the first VRS call in our family was met with no less excitement than when Thomas A Watson heard Alexander Graham Bell say, "Watson come here, I want you!" because finally, there was an avenue for us to have long distance communication with all the detail and emotion that hearing people have long enjoyed. Before making the ruling, I would like to encourage the members of the FCC to experience the difference our family so highly values by making and receiving some sample phone calls. If FCC members would make a call using a TDD through a state relay service and receive a call from a deaf person using the relay, then make some calls to deaf persons using a state-screened interpreter on each of the state levels and follow up with making a call using a certified interpreter, I believe the FCC would develop the same appreciation for Sorenson's standards our family has. It is my sincere hope that the FCC will never make any ruling that will impair such a wonderful service. We have been waiting 129 years to have the same service the rest of the world so richly enjoys. Sincerely, Tricia Olson